

## ANMOLE MEDICARE INSURANCE TPA LTD.

### Public disclosure relating to United India Insurance Co. Ltd. for the period ending 31<sup>st</sup> March 2023.

i) Name of Insurer with whom TPA has entered into agreement: UIIC and validity of the agreement from 01/04/2020 to 31.03.2024.

ii) Number of lives and policies serviced

Description	Individual	Group	Government
Number of lives serviced by the TPA	27794	288	0
Number of policies serviced by the TPA	11430	7	0

iii) Number of Network Providers empaneled by the TPA at the end of year (i.e, 31<sup>st</sup> March 2023): 612.

iv) Data on grievances received by the TPA:

S. no.	Description	Number of Grievances
1	Grievance outstanding at the beginning of year	0
2	Grievances received during the year	216
3	Grievances resolved during the year	216
4	Grievances outstanding at the end of the year	0

### Age-wise analysis of Grievances outstanding at the end of 31<sup>st</sup> March 2023

Description	<30 days	30-90 days	90-180 days	>180 days	Total number of grievances
Grievances outstanding at the end of the half year	0	0	0	0	0



- v) Turn Around Time for issuance of the ID cards (specify number of cases under each category):

S. No	Description	Individual		Group		Government	
		No.	Percentage	No.	Percentage	No.	Percentage
1	Within <24 hours	0	0	0	0	0	0
2	Within 1-3 days	000	00	288	100	0	0
3	Within 3-5 days	0	0	0	0	0	0
4	>5 days	0	0	0	0	0	0
5	Total	000	00	288	100		

- vi) Turn Around Time for approval of pre-authorization of cashless claims (specify number of cases under each category)::

S. No	Description	Individual		Group		Government	
		No.	Percentage	No.	Percentage	No.	Percentage
1	Within <1 hour	313	57.32%	1	50.00%	00	0
2	Within 1-2 hours	154	28.21%	1	50.00%	00	0
3	Within 2-6 hours	69	12.64%	0	0	00	0
4	Within 6-12 hours	10	1.83%	0	0	00	0
5	Within 12-24 hours	0	0	0	0	0	0
6	>24 hours	0	0	0	0	0	0

- vii) Turn Around Time to issue discharge summary of the insured patient in case of cashless claims (specify number of cases under each category):

S. No	Description	Individual		Group		Government	
		No.	Percentage	No.	Percentage	No.	Percentage
1	Within <1 hour	360	65.94%	0	0	0	0





2	Within 1-2 hours	126	23.07%	1	50.00%	0	0
3	Within 2-6 hours	57	10.44%	1	50.00%	0	0
4	Within 6-12 hours	3	0.55%	0	0	0	0
5	Within 12-24 hours	0	0	0	0	0	0
6	>24 hours	0	0	0	0	0	0

viii) Data with regards to claims received, settled, repudiated and outstanding at the end of 31<sup>st</sup> March 2023.

a. Data of claims outstanding at the beginning of the year and received during the year 2022-23

Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
0	0	596	42199113	3120	127304768	3716	169503881

b. Data of Settled Claims in respect of Individual Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	536	37912405	2582	103420980	3118	141333385
Between 1 – 3 Months	0	0	19	1254327	124	6853775	143	8180102
Between 3 to 6 Months	0	0	1	200000	9	872545	10	1072545
More than 6 months	0	0	0	0	0	0	0	0

c. Data of settled Claims in respect of Group Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims



within 1 months from date of receipt of claim	0	0	3	71300	14	343307	17	414607
Between 1 – 3 Months	0	0	0	0	2	34522	2	34522
Between 3 to 6 Months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0

d. Data of settled Claims in respect of Total (Individual Policies + Group Policies);

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	539	37983705	2596	103764287	3135	141747992
Between 1 – 3 Months	0	0	19	1254327	126	6888297	145	8142624
Between 3 to 6 Months	0	0	1	200000	9	872545	10	1072545
More than 6 months	0	0	0	0	0	0	0	0

e. Data of Claims in respect of Individual Policies recommended for repudiation

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	7	321800	105	4036498	112	4358298
Between 1 – 3 Months	0	0	4	349087	176	7486246	180	7835333
Between 3 to 6 Months	0	0	0	0	15	454368	15	454368
More than 6 months	0	0	0	0	1	2313	1	2313

f. Data of Claims in respect of Group Policies recommended for repudiation

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of	Amount of	Number of	Amount of	Number of	Amount of	No of	Amount of





	Claims	Claims	Claims	Claims	Claims	Claims	claims	claims
within 1 months from date of receipt of claim	0	0	0	0	1	65000	1	65000
Between 1 – 3 Months	0	0	0	0	0	0	0	0
Between 3 to 6 Months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0

g. Data of Claims in respect of Total Policies (Individual + Group Policies) recommended for repudiation;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	7	321800	106	4101498	113	4423298
Between 1 – 3 Months	0	0	4	349087	176	7486246	180	7835333
Between 3 to 6 Months	0	0	0	0	15	454368	15	454368
More than 6 months	0	0	0	0	1	2313	1	2313

(Note: In respect of data on Repudiations, amount of claim made by the policyholder to be mentioned as the amount of claim repudiated)

h. Data of Claims Outstanding in respect of Individual Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	46	3946169	214	8737584	260	12683753
Between 1 – 3 Months	0	0	2	327000	4	231930	6	558930
Between 3 to 6 Months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0



i. Data of Claims Outstanding in respect of Group Insurance Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	0	0	1	20000	1	20000
Between 1 – 3 Months	0	0	0	0	0	0	0	0
Between 3 to 6 Months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0

j. Data of Claims Outstanding in respect of Total Policies (Individual + Group Policies)

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	46	3946169	215	875784	261	12703753
Between 1 – 3 Months	0	0	2	327000	4	231930	6	558930
Between 3 to 6 Months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0

(Note: In respect of data on Claims Outstanding, amount of claim made by the policyholder to be mentioned as the amount of claim Outstanding)

ix. Information on the Network Providers where Cashless service is available:

S.NO	State	List of the Network Providers where Cashless service is available			
		Metro	Urban	Semi- urban	Others





1	Andhra Pradesh				
2	Arunachal Pradesh				
3	Assam				
4	Bihar				
5	Chhattisgarh				
6	Goa				
7	Gujarat	148	464		
8	Haryana				
9	Himachal Pradesh				
10	Jammu & Kashmir				
11	Jharkhand				
12	Karnataka				
13	Kerala				
14	Madhya Pradesh				
15	Maharashtra				
16	Manipur				
17	Meghalaya				
18	Mizoram				
19	Nagaland				
20	Odisha				
21	Punjab				
22	Rajasthan				
23	Sikkim				
24	Tamil Nadu				
25	Telangana				



26	Tripura				
27	Uttar Pradesh				
28	Uttrakhand				
29	West Bengal				
30	Andaman & Nicobar Is.				
31	Chandigarh				
32	Dadra & Nagar Haveli				
33	Daman & Diu				
34	Delhi				
35	Lakshadweep				
36	Puducherry				
#	Total	148	464	0	0

Note: For the purpose of this format Metropolitan Centre is a place where population is 10 lacs and above and Urban Center with a population of 1 lac to 9,99,999, semi Urban from 10,000 to 99,999 population and Others with a population of 9,999 and below. Population figures to be reckoned as per the latest available decennial census data.


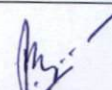
- ix) Any other services rendered by the TPA as per the Terms and conditions of the policy contract of the Insurer : **"LIC Pre-policy check-up"**
- x) Actions taken against the Insurer by the TPA, if any along with the reasons: \_\_\_\_\_NIL\_\_\_\_\_

1. In case of termination of Health Service agreement with the Insurer, the TPA shall publish the decision to terminate health service agreements with the Insurer in its website along with the reasons for which the same is done and effective date thereon.  
This shall be disclosed within five working days from the date of termination of health services by TPA.
2. This has the approval of the Competent Authority.





The above information furnished is the correct information and as per the records of the Company. It is further declared that other than the permitted health services no other services for non-insurance activity has been rendered or carried out by our Company.

Date: 25 <sup>TH</sup> June 2023	For and on behalf of ANMOL MEDICARE INSURANCE TPA LTD	
Place: Ahmedabad	 Mr. Mukesh M Shah (Name of Director)	 Mr. P. S. Kshatriya, CEO (Name of Director or CEO / CAO)

